Implementing SAP to meet operational and information needs of Employees

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of Singapore

Introduction

National University of Singapore, NUS

- Founded 1905 and ranked top 20 in the World

- 14 faculties

- 23,500 undergraduate and 9,000 graduate students

- 13 national-level, 12 university-level and 80 faculty-based research institutes and centers

- Over 6,000 staff members

website: www.nus.edu.sg

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BW
BW3.0 -> BW7

Portal
EP5 -> EP6 -> EP7

Logistics
PM

HR
PA, OM, FPM, TM, TEM, PD

Finance
FI , CO, PS, AR, MM, FM, TR, PY, AM

Others
Solution Manager, RE, CRM, xRPM

HP/UX, Oracle 9i
SAP R/2 (1992) --> R/3 (1994) -> ERP 2004 (2006)

Yesterday, Today and Tomorrow

1992 - SAP R/2 (mainframe)

1994 - SAP R/3 Release 2.2B (client-server)

1998 - SAP R/3 Release 3.1H

1999 - SAP R/3 Release 4.0B

2000 - SAP R/3 Release 4.6B, Purchasing, Project Systems, Treasury, Funds Management

2001 - SAP ITS, Human Resources, Payslip, Business Warehouse Release 2.1C

2002 - EP 5.0, Plant Maintenance, SAP Solution Manager, Business Warehouse Release 3.0B

2003 - Staff Leave

2005 - Staff Training, Asset Condemnation

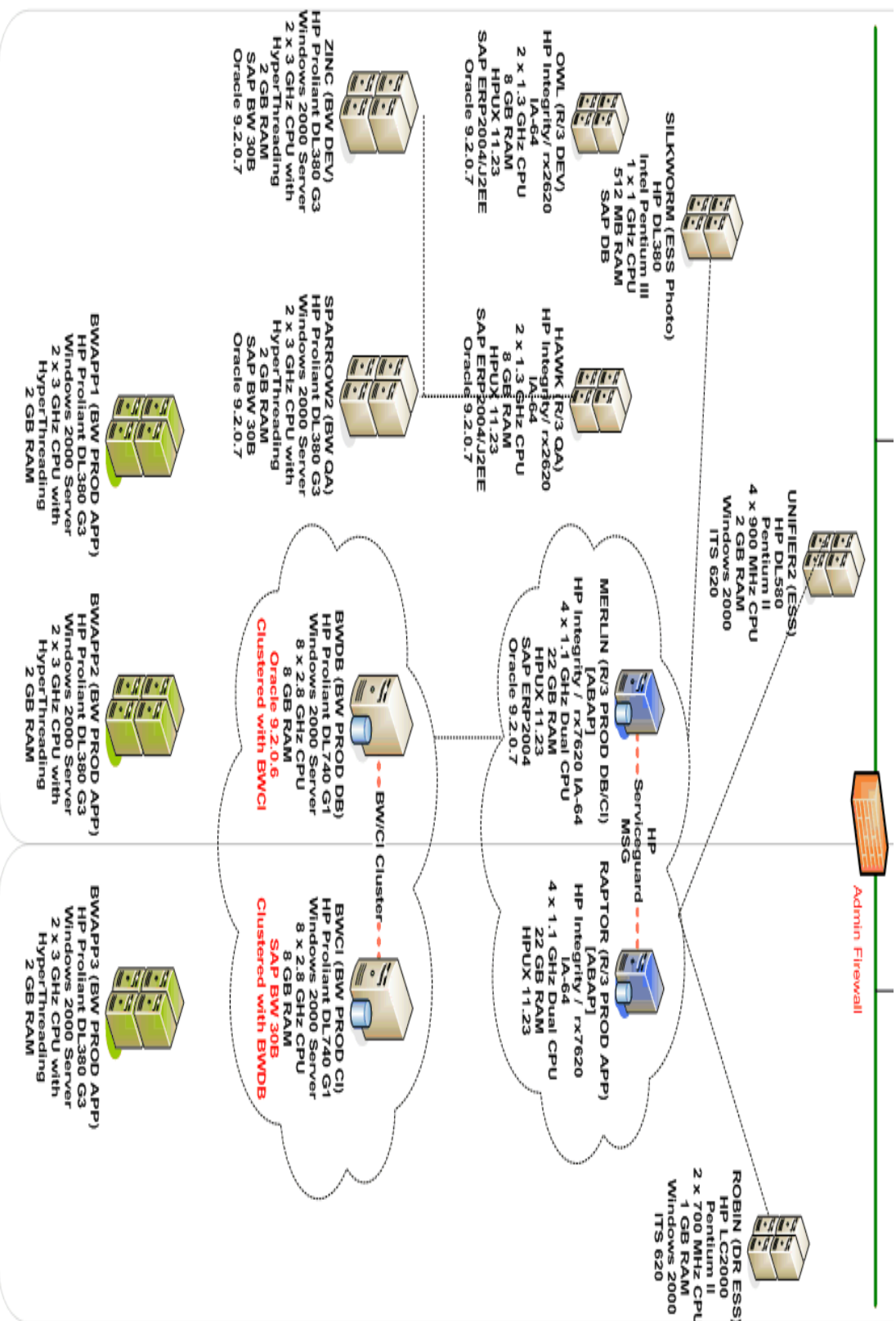**2006 - EP 6, Staff Consultation, Staff CV, Conflict of Interest, IDB - BW**

Future - Staff Appraisal, Real Estate, EP 7.0 , BW 7.0, CRM/xPRM 7.0

HP/UX, Oracle 9i
SAP R/2 (1992) –> R/3 (1994) -> ERP 2004 (2006)

SAP Dev, QA and PRD Infrastructure

ZINC (BW DEV)
HP Proliant DL380 G3
Windows 2000 Server
2 x 3 GHz CPU with
HyperThreading
2 GB RAM
SAP BW 30B
Oracle 9.2.0.7

OWL (R/3 DEV)
HP Integrity/ rx2620
IA-64
2 x 1.3 GHz CPU
8 GB RAM
HPUX 11.23
SAP ERP2004/J2EE
Oracle 9.2.0.7

SILKWORM (ESS Photo)
HP DL380
Intel Pentium III
1 x 1 GHz CPU
512 MB RAM
SAP DB

SPARROW2 (BW QA)
HP Proliant DL380 G3
Windows 2000 Server
2 x 3 GHz CPU with
HyperThreading
2 GB RAM
SAP BW 30B
Oracle 9.2.0.7

HAWK (R/3 QA)
HP Integrity/ rx2620
IA-64
2 x 1.3 GHz CPU
8 GB RAM
HPUX 11.23
SAP ERP2004/J2EE
Oracle 9.2.0.7

BWAPP1 (BW PROD APP)
HP Proliant DL380 G3
Windows 2000 Server
2 x 3 GHz CPU with
HyperThreading
2 GB RAM

UNIFIER2 (ESS)
HP DL580
Pentium II
4 x 900 MHz CPU
2 GB RAM
Windows 2000
ITS 620

MERLIN (R/3 PROD DB/CI)
HP Integrity / rx7620 IA-64
4 x 1.1 GHz Dual CPU
22 GB RAM
HPUX 11.23
SAP ERP2004
Oracle 9.2.0.7

HP
Serviceguard
MSG

BWDB (BW PROD DB)
HP Proliant DL740 G1
Windows 2000 Server
8 x 2.8 GHz CPU
8 GB RAM
Oracle 9.2.0.6
Clustered with BWCI

BWAPP2 (BW PROD APP)
HP Proliant DL380 G3
Windows 2000 Server
2 x 3 GHz CPU with
HyperThreading
2 GB RAM

BW/CI Cluster

RAPTOR (R/3 PROD APP)
[ABAP]
HP Integrity / rx7620
IA-64
4 x 1.1 GHz Dual CPU
22 GB RAM
HPUX 11.23

BWCI (BW PROD CI)
HP Proliant DL740 G1
Windows 2000 Server
8 x 2.8 GHz CPU
8 GB RAM
SAP BW 30B
Clustered with BWDB

BWAPP3 (BW PROD APP)
HP Proliant DL380 G3
Windows 2000 Server
2 x 3 GHz CPU with
HyperThreading
2 GB RAM

ROBIN (DR ESS)
HP LC2000
Pentium II
2 x 700 MHz CPU
1 GB RAM
Windows 2000
ITS 620

Admin Firewall

Challenges

- **Change** - in regulations, interests, techniques and funding

- **Control** - ability to support resource allocation

- **Planning** - need to define mission, purpose and plan for future

- **Accountability** - need to measure improvements and successes

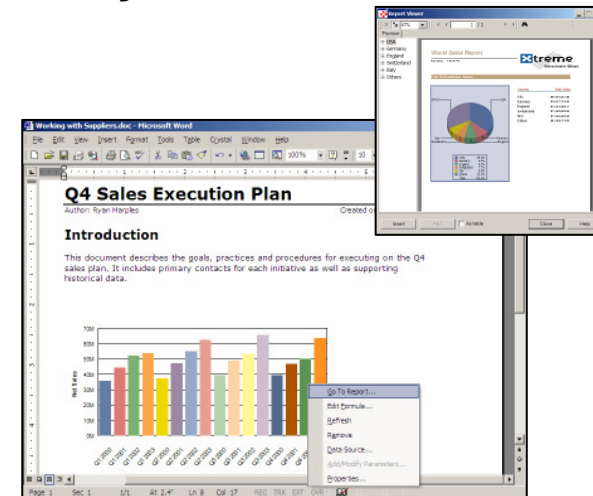- **Decision Making** - ability to perform analysis on historical data

I want to see only what I need to quickly !

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Live Office
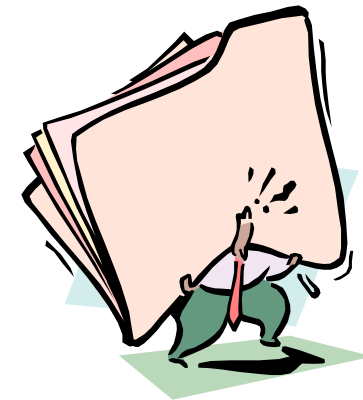
■ **Consolidation from heterogeneous sources**

■ **Convenient single point of access to eServices and desired information**

■ **To be able to do self-services**

■ **To keep informed and stay connected**

■ **To end time-wasting debates over data accuracy**

Live Office
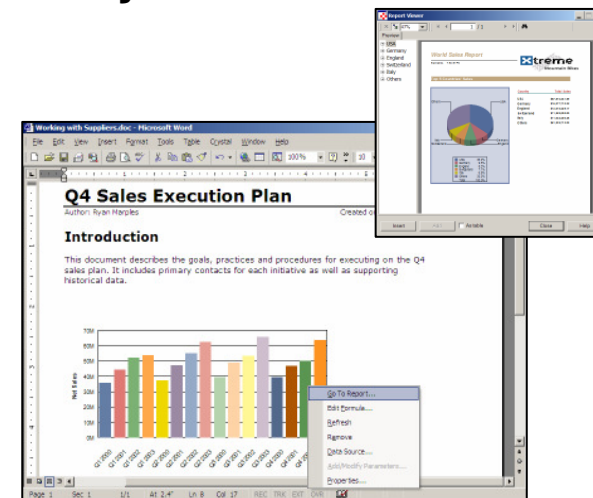
- **Consolidation from heterogeneous sources -> Portal**

- **Convenient single point of access to eservices and desired information -> Portal**

- **To be able to do self-services -> SAP applications -> Portal**

- **To keep informed and stay connected -> BW / Portal**

- **To end time-wasting debates over data accuracy -> BW**

HR Info systems

strategic

Workforce planning
Compensation planning
Succession planning
Talent mgmt

- SAP FPM
- SAP BW

Consultative

Performance mgmt
Recruitment & selection
Learning & development

- **PMS**
- SAP PD
- **Staff Appraisal**
- SAP TEM

Administrative

Records keeping
Benefits Administration
Leave Administration
Payroll
Housing

- SAP PA
- SAP OM
- SAP TM
- SAP Payroll
- **Medical**
- SAP Staff Consultation
- SAP RE

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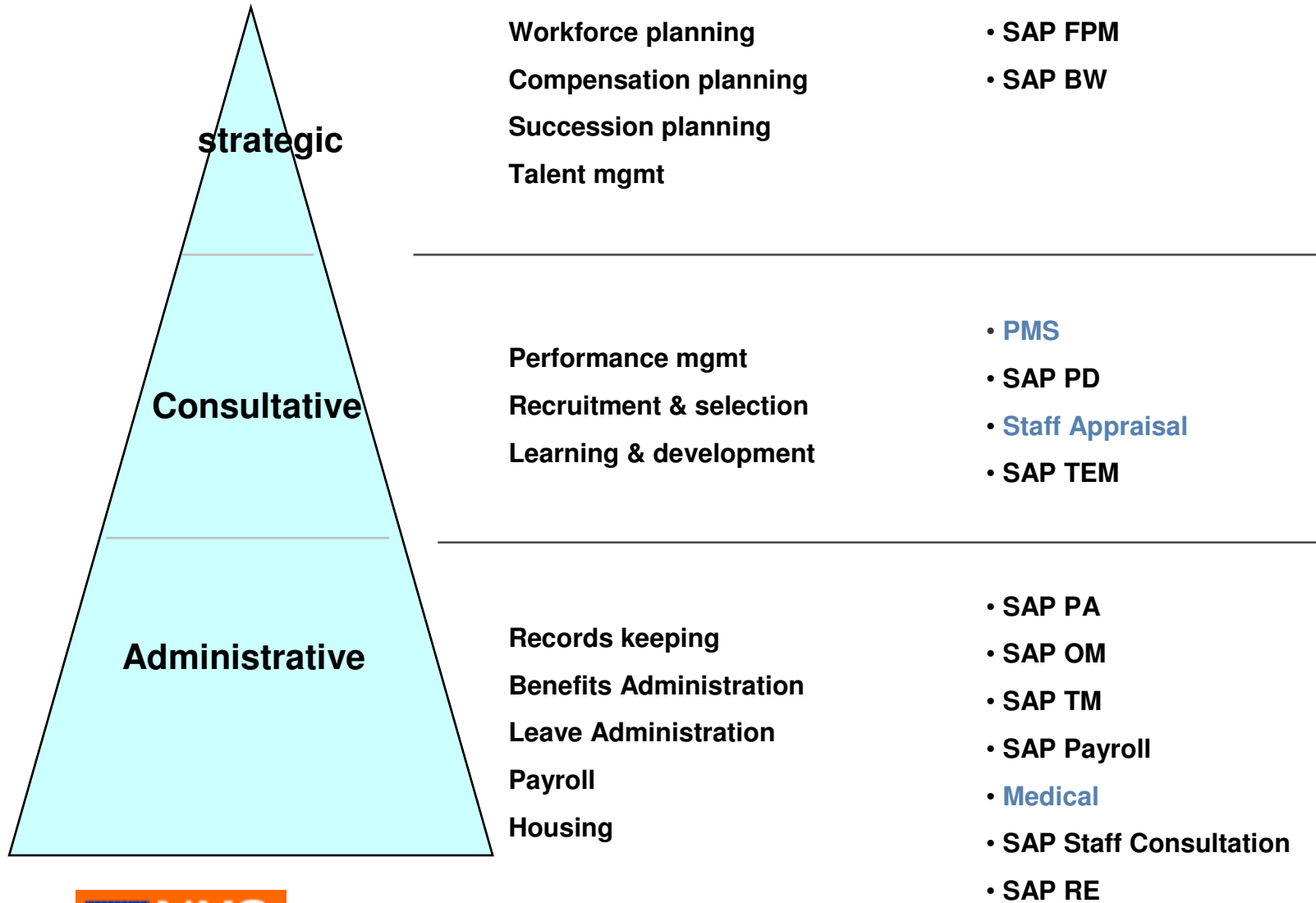
Finance Info Systems

Who	What	For
Mgmt	Reports	Budget and Analysis and Trends of Income and Expenditure, Grants, EOM, Donations, Equity, etc.
End Users	ePayslip eIR8A	Self Services
Finance Staff	AP, AR, GL, CO, SD, PS, MM, AM, TR..	Process payment, reimbursements, accounting, track cost and revenue, generate invoices, payroll, etc.
Students	Billing	Student billing
Many	Non-SAP applications	Health service, payment collection, etc.

Staff Housing with SAP RE

Oracle system	Access Database	SAP
HR	**Estate**	**Finance**
1. Create Staff Record		
2. Contract Creation		
3. Rental Unit Search		
4. Viewing Letter	5. Manage Viewings	
6. Unit Allocated	9. Issue Keys	
7. Finalise Contract	10. Activate Contract	
8. Allocation Letter	11. Periodic Posting	
		12. Rental Accounting Entries
		13. Monthly Load to Payroll
		14. Clearing Process
		15. Cash Receipts
		16. WBS Allocations
	17. Monitor Clearing Accounts	

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Estate Management

Plant Maintenance

– **Work request management**

- Equipment tracking and maintenance

- **Utilities meter reading**

- **Vehicle booking**

Car Park System

RFID, PDA

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BW – Single version of Truth

Financial Budgeting and Planning

- Budget and Expenditure, Funds etc.

Personnel Administration

- Profiles, Recruitment and Retention, Performance, Trends, Appraisal and Consultation, etc

Student Information

- Enrolment, Profiles & Movements, Educational experience, Official Statistics, etc.

Research Information

- Publications and collaborations, Research Grants, etc.

Student Affairs

- Experience with Halls of Residence

Admission

- Admission statistics and trends, Student Performance, etc.

Consolidation of historical transactional data

Consistent analysis and alerts

Consolidation of information from different sources (e.g. R/3, excel sheets and Oracle DB)

Portal - Gateway

Faculty

Staff

NUSNet - NT authentication, LDAP authentication, Active Directory

Staff Portal (EP)

Packages	SAP Apps	Non-SAP Apps	Campus Directory	BI	Websites

Flat files

Database Layer

Oracle

SAP

BW

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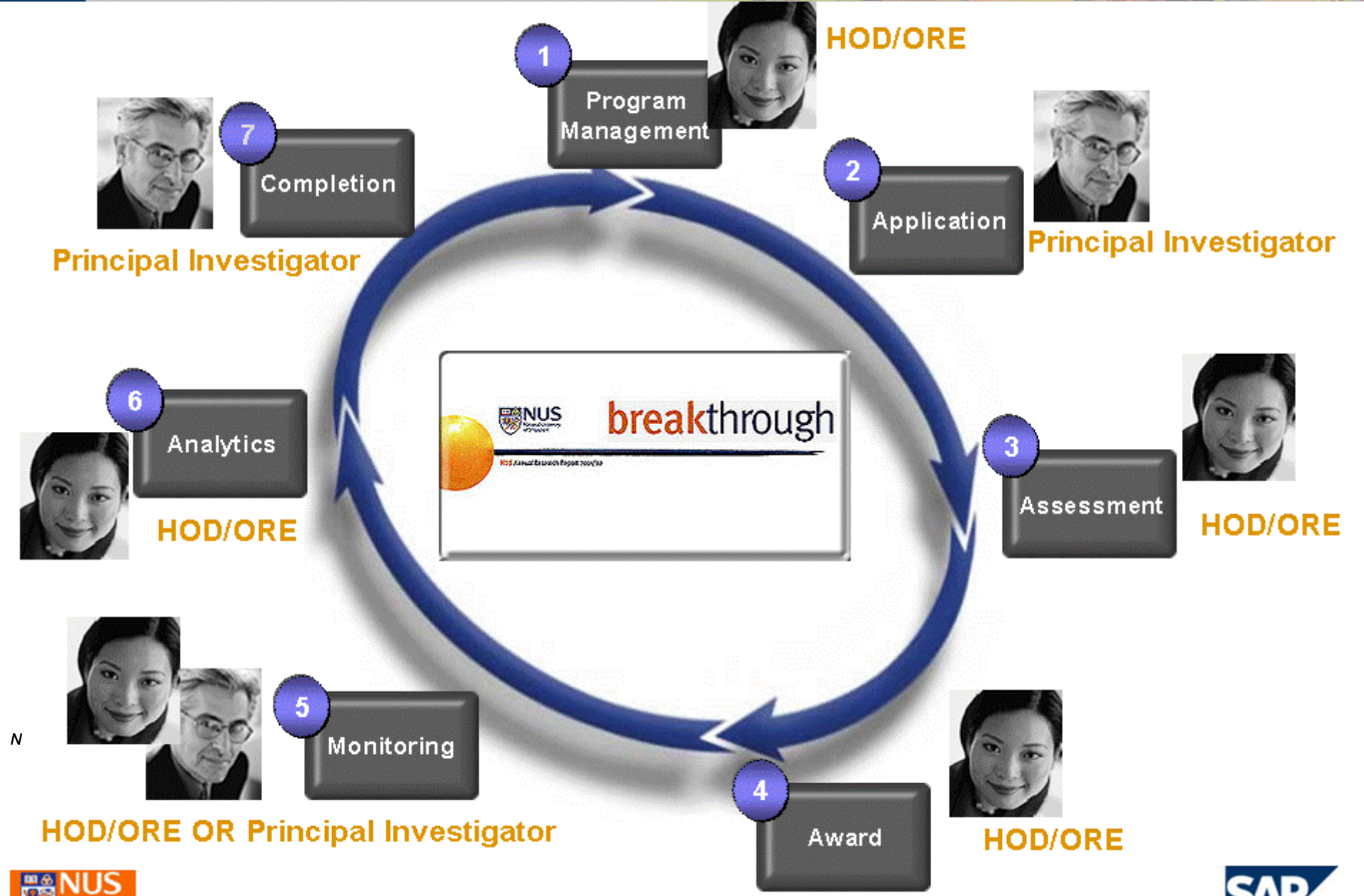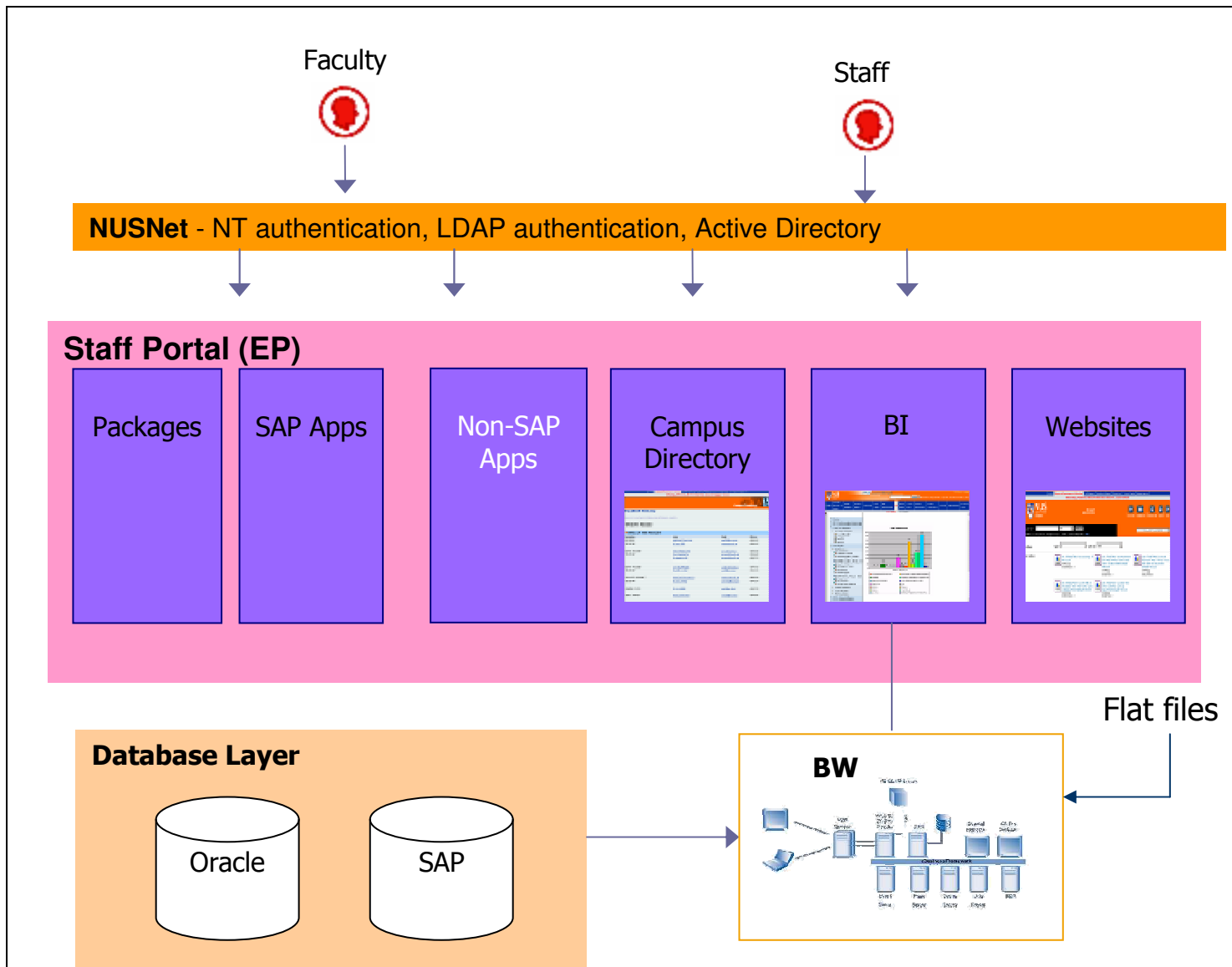
Values :

Simplify access to knowledge and services

Eliminate Information overload

SSO

Single point of access

Anytime, anywhere

The new desktop

Staff Portal

Staff Portal

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Home | Useful Links | **myWorklist**

Home | Corporate Resources & Services | Staff Matters | Comp. Centre | Academic Matters | International | Official Leave Appl | Customize | BI

| History ▲ Back Forward

myWorklist

Detailed Navigation

• **myWorklist**

▼ **Notes**

- Please wait for the work item to be loaded. Do not close the work item before it is fully displayed.
- Your worklist will be automatically refreshed every 3 minutes. You may wish to click on the "Refresh" icon or button to refresh your worklist immediately.

Tasks (1 New / 1)

Refresh   Show My Open Tasks (1 New /1) ✔   Personalize View   Filter

○	🗐	🔍	Subject ⇩	Sent ⇩
			Approve attendance of Mdm Wendy Sim Kim Lang for course Planning & Managing Projects	May 4, 2007

1-1 / 1

Done   Local intranet

SAP Enterprise Portal 5.0 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back

Address http://iodine.intranet.nus.edu.sg/SAPPORTAL/

HOME | Corporate Resources & Services | Staff Matters | Academic Matters | Customise | Comp. Centre | BI | MIS | Portal Admin | Content Admin | Portal Monitoring | System Configuration | Support | International | Help

BW Reports

Welcome Pratap PALACHARLA

Personalize: Page | Portal Log Off Add To Favorites

myReports

- ▽ All Portal related BW role-templates
- ▽ BW - Portal Interface Administrative
- ▽ BW Statistics: All
- ▽ Demo Web Applications
  - ▽ Staff Statistics
    - Staff Strength by Faculty
    - Web Items
    - Staff Analysis
    - Student Statistics
    - HC: Cohort Graduation Tracing
    - Faculty Enrolment %
    - UG Student Enrolment
    - UG student Movement %
    - UG Student Enrolment Statistic
    - UG Student Enrolment Trend -
  - ▽ HMS General Queries
  - ▽ HR PA: General Queries (OHR)
  - ▽ RO Demo Library
  - ▽ UG General Queries
  - ▽ UG Key Figure Analysis

Cohort Tracing

Student Type	U
Cohort	2003

▽ **Navigation Block**

Academic Year (YYYY)
Course Code
Degree
Faculty (RO)
Full Time /Part Time
Student ID No
Cohort Trace

Faculty (RO)	No of Students	Graduates <= 2006	% Grads <= 3 years	Graduates 2007	% Grads 4 years	Graduates 2008	% Grads 5 years	Graduates >= 2009
FASS	1,510		0.00 %		0.00 %		0.00 %	
FOS	1,450		0.00 %		0.00 %		0.00 %	
LAW	220		0.00 %		0.00 %		0.00 %	
FOE	1,663		0.00 %		0.00 %		0.00 %	
SOC	515		0.00 %		0.00 %		0.00 %	
YSTC	71	2	0.00 %		0.00 %		0.00 %	
SDE	415	2	0.48 %		0.00 %		0.00 %	
BIZ	368		0.00 %		0.00 %		0.00 %	
Overall Result	6,212	2	0.03 %		0.00 %		0.00 %	

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myNUS your personalised portal

Survey on Staff Portal – April 2007

Category	Total	Poor %	Avg %	Good %	Excellent %	G + E
Faculty	91	5	19	66	10	76
Research	101	0	12	76	12	88
Staff	662	2	11	56	31	87

"Contents and links could be re-organised for easy location.
The menu tabs (Corporate resources & scvs, International, etc) could be renamed to reflect the functions more aptly.
The outlook of the portal could also be more refreshing and attractive"

"The staff portal is cumbersome to navigate and not attractive.
You have to go through so many steps just to get to a "system". (Like booking for teaching facilities.)
The information does not seem to be well-arranged either."

"Staff Portal has fonts that are too small and the groupings seem quite counter-intuitive."

Preparation

Simplicity with clear objectives

Involved and Get Involved

Testing

Good project management

Management support

SAP support

Effective use to improve service delivery

Transactional

- **Reduce work load, paperwork, improve efficiency**

-**Integrated system, streamlined processes**

Approval

-**Single point for workflow and approval, email notifications**

Informational

-**Central repository of consistent relevant data from heterogeneous sources**

- **Quality of outputs, decision**

Access

- **One point of access, Single sign on, anytime anywhere**

- **More targeted and convenient service**

......More satisfied users....☺☺☺

Next

Next....

Upgrade to BW 7.0 by June 07

Upgrade to EP7.0 by Oct 07

Upgrade to ERP2005 by 2008

Implement Travel Management

Implement xRPM, CRM

More BW

Explore SAP NW as the enabler of
Enterprise Services Architecture
(ESA)

Value Engineering

A process by which SAP and the customer jointly develop a business case and IT roadmap that assures customer a Value focused IT strategy.

Key functional and process stakeholders will be involved in the study.

The study will take about 4 weeks to complete, including a process of Discovery, Data Collection, Analysis & Roadmap, Validation and Final Presentation.

To also review the functional requirements for the current systems and implementations.
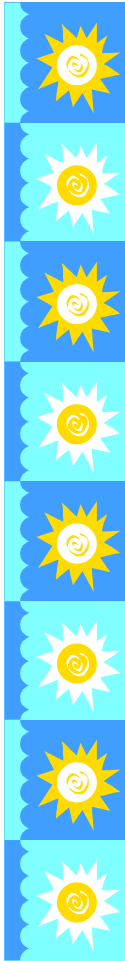
E-govt drive has extended to the education industry.

-Common accessible gateway to shared services, access to information and doing collaboration

-The NW strategy complements NUS's vision of the future in supporting boundary-less environment

Quotes from Vice President, NUS

"Individual Members of our community enjoy access to diverse opportunities for intellectual and professional growth and in turn add value to NUS's goal of becoming a global knowledge enterprise"

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Thank You!

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